

**SFA Modernization Partner Program  
Monthly Management Services Summary  
For the Month of August 2001**

September 10, 2001

**38.3.2c- MONTHLY MANAGEMENT SERVICES SUMMARY**

Page 1

Version 2, as of November 27, 2001, last saved by Randy\_B\_Zagorin  
Document Owner: Randy B. Zagorin, last printed on 11/27/2001 12:52 PM  
Document Status – FINAL

C:\Documents and Settings\Kim\_K\_Rhodes\Desktop\38.3.2c\Original\38[2].3.2c- Monthly Management Services Summary,  
FINAL.doc



**TABLE OF CONTENTS**

I.	INTRODUCTION .....	3
II.	PROJECT COMPLETIONS/ IMPLEMENTATIONS FOR THIS REPORTING PERIOD.....	4
III.	VALUE POINTS.....	5
IV.	MAJOR PROJECT MILESTONES ACHIEVED.....	6
V.	RISKS AND ISSUES.....	8
VI.	MONTHLY MODERNIZATION SCORECARDS SUMMARY .....	8
VI.	APPENDIX: MODERNIZATION PROGRAM SCORECARDS	
VII.	APPENDIX: DELIVERABLES IN PROGRESS OVER 30 DAYS LATE	
VIII.	APPENDIX: DELIVERABLES IN REVIEW OVER 30 DAYS	



**SFA Modernization Partner Program  
Monthly Management Services Summary  
For the Month of August 2001**

---



## **I. INTRODUCTION**

This report covers the month of August 2001 and includes the following:

- Information on overall project completions/ implementations for this reporting period.
- Major milestones achieved during the month.
- Program level risks and issues.
- Monthly scorecards.
- Significantly late deliverables.

This report format is the result of a collaborative effort between SFA and Modernization Partner executives to improve the information provided to SFA Executives. We will continue to refine these monthly summaries to improve their usefulness and value. Please provide any suggestions regarding these reports to the SFA Modernization Partner Program Manager ([eric.l.stackman@accenture.com](mailto:eric.l.stackman@accenture.com) or 202-651-3659).



## **II. PROJECT COMPLETIONS/ IMPLEMENTATIONS FOR THIS REPORTING PERIOD**

This section reports on the completion or implementation of Modernization Partner projects.

### **CFO**

- Delivered FMS Release 8/1/01, which included DCS, FFEL Lender, FFEL GA, and LEAPP/SLEAPP functionality.

### **OGANIZATION TRANSFORMATION**

- Completed SFA University Front-2-Back classes on 8 /1/01 with widespread approval from SFA staff. The program, which started on 5/15/01, sought to give SFA staff a shared overview of the entire financial aid process from a variety of different perspectives, such as those of the student and SFA's financial partners. Nearly 1,200 staff members attended 62 training sessions. The training was also attended by Modernization Partner personnel and team members from Operating Partners including AFSA, Raytheon, NCS, EDS, and ACS.



### **III. VALUE POINTS**

This section reports value delivered above and beyond anticipated activities.

#### **CIO**

- Provided leadership and support for the efforts to refresh and web-enable the Technology Handbook, including a first draft workplan and a prototype for a web-enabled documentation framework.

#### **PROGRAM MANAGEMENT**

- Supported SFA CIO offsite to strategize on current and future SFA CIO goals and opportunities.
- Supported Modernization Partner Task Order Managers in the development of FY02 Modernization Business Cases.

#### **SCHOOLS**

- Achieved CMM Level 3 Compliance for the eCampus Based project.



#### **IV. MAJOR PROJECT MILESTONES ACHIEVED**

This section presents Modernization Partner's significant accomplishments on a Channel-by-Channel basis. These milestones may include the completion of a project phase or the acceptance of a major deliverable in line with the project's workplan.

##### **CFO**

- Conducted classroom training for CFO Accounting Division on FFEL Lender and Debt Collection Services programs. Training Evaluations showed an average approval for the training of 4.9 out of a possible 5.0 scale.
- Revised the FMS accounting model for Pell and Campus Based. Reconciled the revised FMS accounting model to the Pell Account Mapping spreadsheets and GAPS accounting matrix, and assisted in the completion of the Pell and Campus Based Accounting Treatment documents.
- Conducted a successful IPT Review of FARS Detailed Design.

##### **CIO**

- Designated Subject Matter Experts (SMEs) for the Solution Acquisition Plan (SAP) as part of the CMM deployment of the Solution Life Cycle (SLC) for SFA. Held an overview session for Modernization Partner managers and a pilot-coaching session for SFA.

##### **FINANCIAL PARTNERS**

- Conducted unit and integration testing for the Guaranty Agency (GA) Voluntary Flexible Agreement (VFA) project.
- Completed an initial draft of a required Congressional Report on the progress of the VFA program and began conducting reviews of the report to Congress with representatives of the Department and the GA community. Received comments from FP Channel General Manager and SFA COO on review of the Congressional Report and updated report appropriately.
- Submitted the VFA Test Plan for SFA review.
- Complete application design for the Lender Payment Process Redesign. The application design was submitted to the Lender Community and the Department of Education for review.

##### **ORGANIZATION TRANSFORMATION**

- Completed Front 2 Back course delivery.
- Submitted the Course Customization Overview deliverable, which provides a detailed description of the procured course offerings and how they have been customized to meet the needs of SFA as a Performance Based Organization.
- Submitted the Facilitation Support deliverable, which includes agendas, summaries and draft agreements resulting from a series of working sessions attended by both SFA Human Resources staff and Union representatives. The summaries reflect discussion points, issues and action items uncovered during the working sessions.
- The HR Modernization team completed the Performance Management "To-Be" process flows, the Testing Model, scripts, and data and completed the integration of the Perform.com solution onto the Jamcracker aggregator platform. The Performance Management solution is planned to be piloted late September, 2001.



**SFA Modernization Partner Program  
Monthly Management Services Summary  
For the Month of August 2001**

---



**SCHOOLS**

- Completed the development and testing for the September release of the eCampus Based on-line FISAP.
- Released sequenced communications to the School community through IFAP, trade sites and the eCampus Based Steering Committee.
- Scheduled and prepared for the eCampus Based pre-release Production Readiness Review (PRR) for early September.
- Complete all of the outstanding requirements that were needed for the COD team to move into the Design phase.



## **V. RISKS AND ISSUES**

This section reports the issues and risks that are currently causing or could potentially cause a very significant impact on the Modernization Partner Program's goals.

- None to Report for this period.





**MONTHLY MODERNIZATION SCORECARDS SUMMARY**

This section presents an extract of all “Red” assessed criteria. The extract is taken from the Monthly Modernization Program Scorecards. (See Appendix VI. for the complete Monthly Modernization Program Scorecards document.)

- None to report for this period.